

MISSION SELECTION

Subject Of Interest

Evaluate Two-Way Portable Radio Concepts ±

Specific Mission

Create/Evaluate Complete Two-Way Portable Radio Concepts ±

Help

☐ Provide Instructions

Check here if you want detailed instructions as you proceed

Cancel

Open Existing File

Begin

FIG. 1

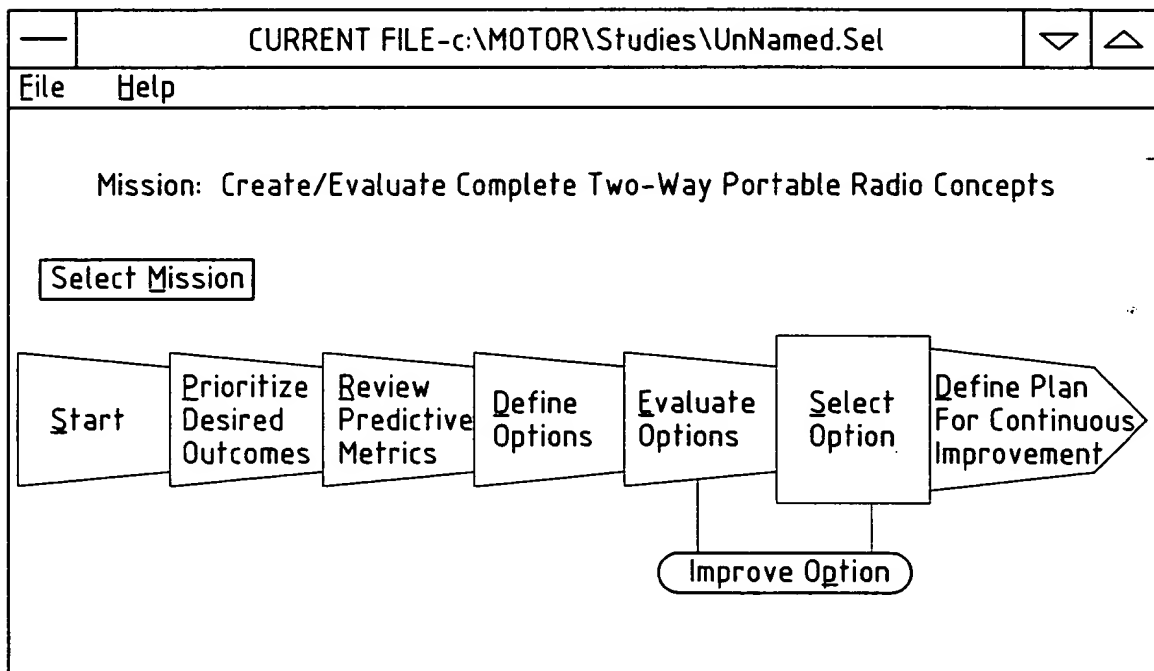


FIG. 2

GETTING STARTED

Using a scale of 1-10, where 10 is critically important and 1 is not important at all, how important is it to you that...

End Users are satisfied by the final solution

1 -Importance Rating- 10

8

Decision Makers are satisfied by the final solution

4

Stakeholders are satisfied by the final solution

4

Manufacturing Personnel are satisfied by the final solution

4

☒ Use Default Values

Help

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Done

FIG. 3

POSITION ANALYSIS

End Users

Mission: Create/Evaluate Complete Two-Way Portable Radio Concepts

Select Your Target Segment

ALL DATA

Market research indicates that End Users want the device to ...

Maintain a charge for a full day of activity

Segment Importance Rating

Segment Satisfaction Rating

☐ Use Default Values

How satisfied do you want End Users to be that this device will ...

Maintain a charge for a full day of activity

1

1 Target Satisfaction 10

Help

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FIG. 4

—

WHATS IMPORTANT? - SORTED REQUIREMENTS

▽

△

The list below consists of all of the requirements. They are listed in order of importance of consideration.

↑

1	Minimize device downtime	1.61
2	Enable communications from difficult transmission areas	1.52
3	Prevent its unauthorized use	1.38
4	Continue to operate in the event of a system power	1.36
5	Maintain a charge for a full day of activity	1.36
6	Allow the transmission of an emergency signal under	1.35
7	Ensure the transmission are secure from unauthorized	1.35
8	Withstand the abuse of everyday use	1.32

↓

Help

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Done

FIG. 5

—

PRIORITIZED PREDICTIVE METRICS

▽

△

↑

1	Increase percent of time the device can access the desired receiver (difficult trans)	2.00
2	Reduce number of receptions that can be understood by unintended recipients	1.75
3	Reduce cost of accessories	1.56
4	Reduce number of features that can be customized	1.43
5	Reduce cost of replacement batteries	1.43
6	Reduce time/steps/force to trigger an emergency request	1.40

↓

Help

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Description

Done

FIG. 6

METRIC DESCRIPTION

Predictive Metric

Increase percent of time the device can access the desired receiver (difficult)

Metric Description

Print Done

FIG. 7

DEFINING YOUR OPTIONS

1	Current Situation, No Changes
2	Option 1
3	Option 2
4	
5	
6	
7	
8	
9	
10	
11	
12	

This option assumes you will make no changes in your current situation. If you set this option as your baseline option in the next screen, you can compare the alternative options to what you already have.

Help Print Cancel Done

FIG. 8

SETTING THE BASELINE FOR COMPARISON

A basis for comparison is required. Identify the option against which all others will be compared. You should select the option you expect will best satisfy your requirements. Upon completion you will be ready to evaluate your options.

Current Situation, No Changes

⌵

What percent of the Predictive Metrics do you want to use to evaluate your Options?

50

⬆️⬆️

Help

Cancel

Evaluate

FIG. 9

EVALUATION OF OPTIONS

Option Under Evaluation

Option 1

⌵

Baseline Option

Current Situation, No Changes

Is the option under evaluation better, worse or the same as the baseline option at ensuring you...

1	Increase percent of time the device can access the desired receiver (difficult trans)	Better Than Baseline	<div>⬆️</div> <div>⬇️</div>
2	Reduce number of receptions that can be understood by unintended recipients	Worse Than Baseline	
3	Reduce cost of accessories		
4	Reduce number of features that can be customized	Better Than Baseline	

Help

Print

Done

FIG. 10

11

RESULTS OF EVALUATION		
Evaluation Saved As:		<input style="width: 100%;" type="text" value="Default Evaluation Set"/> <input style="float: right; width: 20px; height: 20px; border: 1px solid black; text-align: center; line-height: 20px;"/>
Baseline Option:		<input style="width: 100%;" type="text" value="Current Situation, No Changes"/>
		<input style="width: 100%; height: 20px; border: 1px solid black; text-align: center; line-height: 20px;"/>
1	Option 1	5.48
2	Option 2	0.00

FIG. 11

12

IMPROVE YOUR OPTIONS		
Evaluation Name:		<input style="width: 100%;" type="text" value="Default Evaluation Set"/> <input style="float: right; width: 20px; height: 20px; border: 1px solid black; text-align: center; line-height: 20px;"/>
Option		
Option 1	<input style="width: 40px; height: 20px; border: 1px solid black; text-align: center; line-height: 20px;"/>	5.48 Rating
This option does not do well at ensuring you		
Reduce number of receptions that can be understood by unintended recipients		<input style="width: 20px; height: 20px; border: 1px solid black; text-align: center; line-height: 20px;"/>
Why did this other option score better?		
No Option Did Better Than The Baseline Option		<input style="width: 20px; height: 20px; border: 1px solid black; text-align: center; line-height: 20px;"/>
How could you improve this option?		
<div style="border: 1px solid black; height: 60px; width: 100%;"></div>	New Option Name <input style="width: 100%;" type="text"/>	
<input style="width: 100px; height: 20px; border: 1px solid black;" type="button" value="Save New Option"/>		
<input style="width: 60px; height: 20px; border: 1px solid black;" type="button" value="Help"/>	<input style="width: 60px; height: 20px; border: 1px solid black;" type="button" value="Print Analysis"/>	<input style="width: 60px; height: 20px; border: 1px solid black;" type="button" value="Done"/>

FIG. 12

13

SET TARGET VALUES

▼
▲

0		03/13/96
1	Increase percent of time the device can access the desired receiver (difficult trans)	
2	Reduce number of receptions that can be understood by unintended recipients	
3	Reduce cost of accessories	
4	Reduce number of features that can be customized	
5	Reduce cost of replacement batteries	

◀
▶

Help
Print
Done

FIG. 13

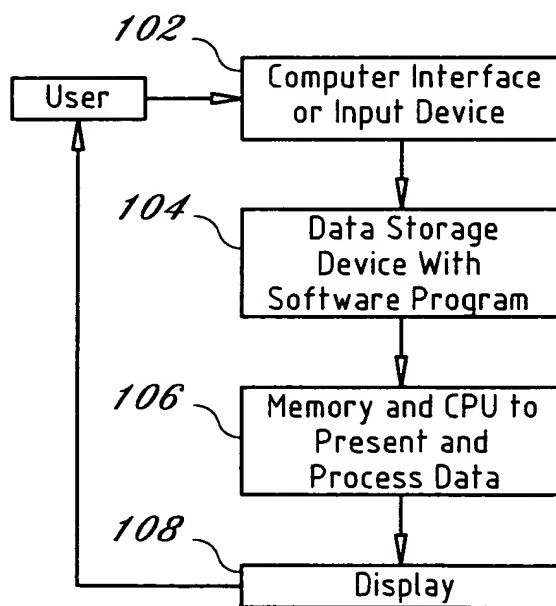


FIG. 14

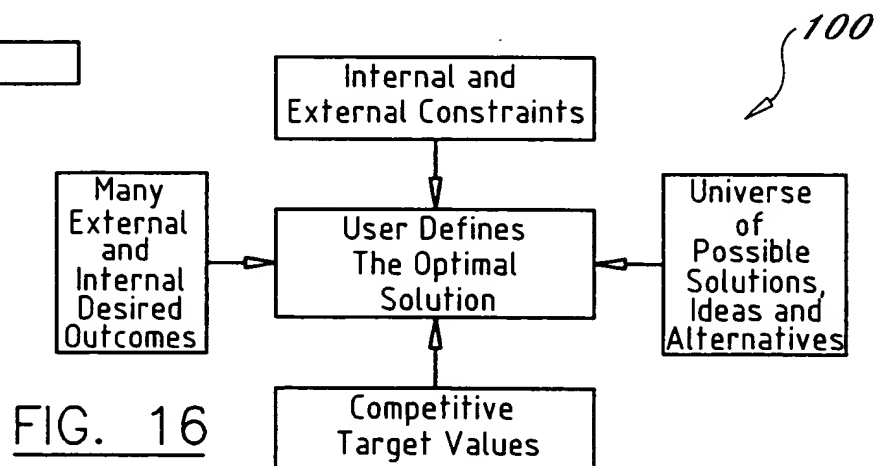


FIG. 16

Detailed System Level Logic For The Creation And Optimization Of Solutions And Strategies

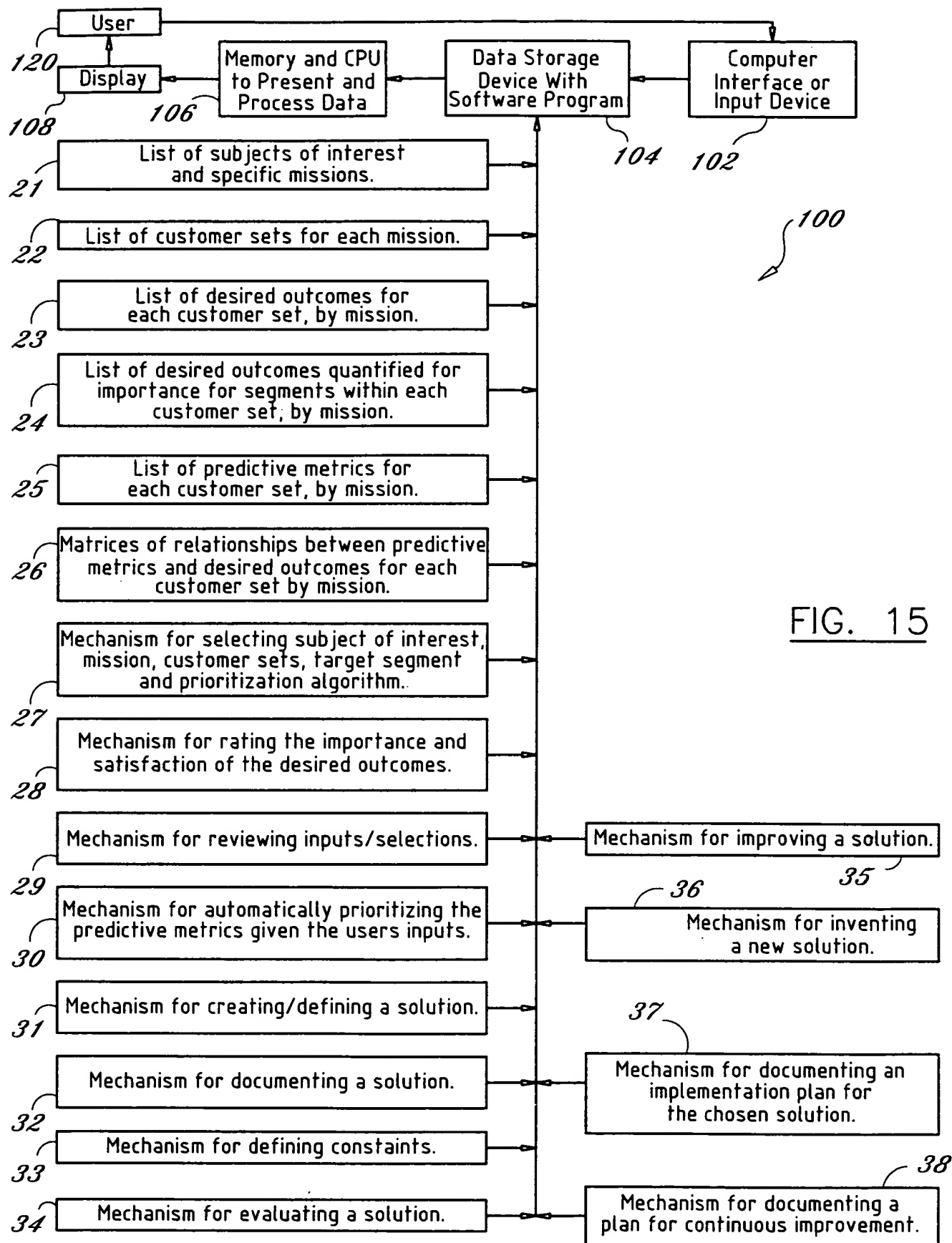


FIG. 15

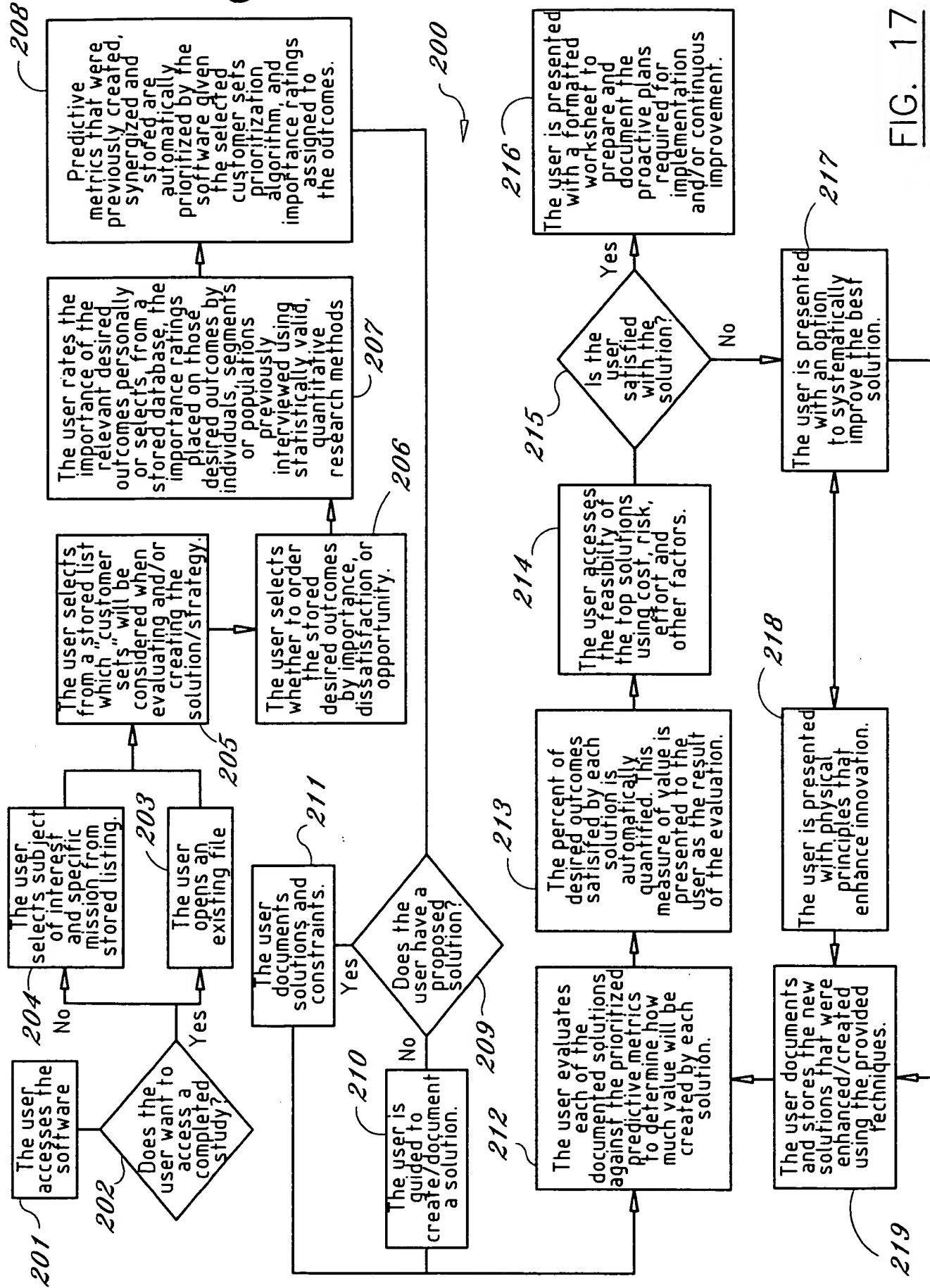


FIG. 17

FIG. 18c

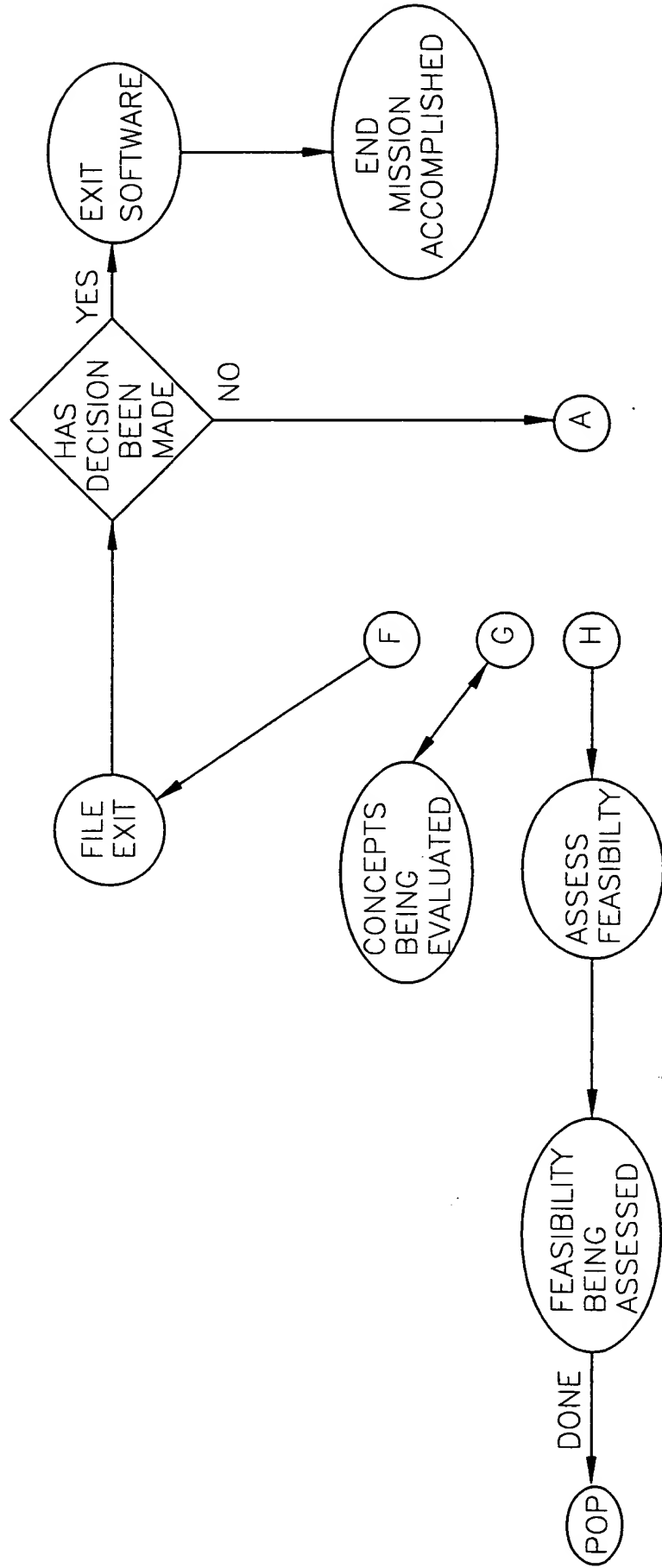


FIG. 18c

1	-> Number of opportunities for employees to achieve desired outcomes	2	-> Number of knowledgeable employees involved in decision making	3	-> Percent of required actions prioritized for synergistic value	4	-> Number of opportunities for investors to achieve their desired outcomes	5	-> Time it takes to turn ideas into something of value	6	-> Percent of positive actions that are rewarded	7	-> Number of opportunities for customers to achieve their desired outcomes	8	-> Number of actions accomplished to establish a strength	9	-> Number of decisions that consider all the facts	10	-> Number of actions taken to grow a skill	11	-> Number of opportunities for creative thinking	12	-> Number of defenses from threats/danger	13	-> Number of actions that are externally motivated	14	-> Number of actions that cannot be traced to the delivery of value	15	-> Number of actions taken that will not predict success	16	-> Number of plans that are out of phase with long term plans	17	-> Percent of long-term outcomes considered in decision making	18	-> Number of decisions made through organizational consensus	19	-> Percent of employees that are involved in decisions affecting themselves	20	-> Number of opportunities for stakeholders to achieve their desired outcomes	21	-> Percent of employees that are committed to plans affecting themselves	22	-> Number of self-destructive dependencies	23	-> Percent of actions coordinated across all functions	24	-> Percent of skills acquired to achieve the desired results	25	-> Number of failures linked to inadequate actions	26	-> Number of known characteristics of the target customer	1	Importance (Top 2 Box)	2	Satisfaction With Current Approach (Top 2 Box)	3	Maximum value = 12.0 Percent Importance	4	Minimum value = -1.0 Percent Importance
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19a

2	3	4	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	2	3	4
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3.5																													3.5		

19a

FIG. 19b

Example- The Process Of Business

MANAGEMENTS
DESIGNED
OUTCOMES
ON ITS
PRIORITIZED
BY
OPPORTUNITY

FIG. 20a

WHAT'S
VS.
HOW'S
Strong ● 9
Moderate ○ 3
Weak △ 1

ORGANIZATION																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																								</
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20a

1	-> Number of decisions made through organizational consensus
2	-> Number of knowledgeable employees involved in decision making
3	-> Percent of required actions prioritized for synergistic value
4	-> Percent of employees that are involved in decisions affecting themselves
5	-> Number of decisions that consider all the facts
6	-> Percent of actions coordinated across all functions
7	-> Number of opportunities for customers to achieve their desired outcomes
8	<- Number of actions taken that will not predict success
9	-> Number of actions accomplished to establish a strength
10	<- Number of actions that cannot be traced to the delivery of value
11	-> Number of actions taken to grow a skill
12	<- Time it takes to turn ideas into something of value
13	-> Percent of employees that are committed to plans affecting themselves
14	-> Number of opportunities for creative thinking
15	-> Percent of long-term outcomes considered in decision making
16	-> Percent of positive actions that are rewarded
17	-> Number of failures linked to inadequate actions
18	-> Number of defenses from threats/danger
19	<- Number of plans that are out of phase with long term plans
20	<- Number of actions that are externally motivated
21	-> Percent of skills acquired to achieve the desired results
22	-> Number of opportunities for investors to achieve their desired outcomes
23	-> Number of known characteristics of the target customer
24	-> Number of opportunities for stakeholders to achieve their desired outcomes
25	-> Number of opportunities for employees to achieve desired outcomes
26	<- Number of self-destructive dependencies
1	Importance (Top 2 Box)
2	Satisfaction With Current Approach (Top 2 Box)
3	Maximum value = 12.0 Percent Importance Minimum value = -1.0
4	Percent Importance

20a

2	3	4	1
6.3		6.1	1
2.3		5.8	2
8.8		5.6	3
4.2		5.5	4
5.1		5.2	5
7.2		5.1	6
3.6		4.5	7
5.1		4.3	8
7.3		4.3	9
3.5		4.3	10
3.5		4.2	11
5.4		3.9	12
4.7		3.9	13
8.5		3.4	14
4.2		3.4	15
6.1		3.4	16
4.1		3.3	17
4.2		3.3	18
3.9		3.0	19
6.2		2.8	20
4.5		2.8	21
3.5		2.6	22
5.3		2.6	23
4.2		2.4	24
7.4		2.2	25
5.3		2.1	26

FIG. 20b

Evaluation Criteria

CONCEPT SELECTION AND EVALUATION ANALYSIS

		1 Normalized Importance		2 Maximum value = 10.0 Normalized Importance		Minimum value = 1.0	
->	Percent of decisions made through organizational consensus	1	8.2				
->	Percent of knowledgeable employees involved in decision making	2	7.2				
->	Percent of required actions prioritized for synergistic value	3	5.9				
->	Percent of employees that are involved in decisions affecting themselves	4	5.6				
->	Percent of decisions that consider all the facts	5	5.5				
->	Percent of actions coordinated across all functions	6	4.9				
->	Percent of uncovered opportunities for customers to achieve their DO's	7	4.9				
->	Percent of actions taken that will not predict success	8	4.3				
->	Percent of actions taken to establish a strength	9	4.1				
->	Percent of actions that cannot be traced to the delivery of value	10	3.9				
->	Percent of actions taken to grow a skill	11	3.9				
->	Time it takes to turn ideas into something of value	12	3.8				
->	Percent of employees that are committed to plans affecting themselves	13	3.6				
->	Number of opportunities for creative thinking	14	3.5				
->	Percent of long-term outcomes considered in decision making	15	3.4				
->	Percent of positive actions that are rewarded	16	3.0				
->	Number of failures linked to inadequate actions	17	2.9				
->	Number of defenses from threats/danger	18	2.8				
->	Percent of plans that are out of phase with long term plans	19	2.8				
->	Percent of actions that are externally motivated	20	2.7				
->	Percent of skills acquired to achieve the desired results	21	2.6				
->	Number of opportunities for investors to achieve their desired outcomes	22	2.4				
->	Percent of known characteristics of the target customer	23	2.1				
->	Number of opportunities for stakeholders to achieve their desired outcomes	24	2.0				
->	Number of opportunities for employees to achieve desired outcomes	25	2.0				
->	Number of self-destructive dependencies	26	2.0				

FIG. 21

Evaluation Of Business Concepts

CONCEPT SELECTION AND EVALUATION ANALYSIS

22b

-> Percent of decisions made through organizational consensus	1	+	S	+	+	+	+	+	8.2	2
-> Percent of knowledgeable employees involved in decision making	2	+	S	+	+	+	+	+	7.2	
-> Percent of required actions prioritized for synergistic value	3	S	+	S	+	+	+	+	5.9	
-> Percent of employees that are involved in decisions affecting themselves	4	+	S	+	+	+	+	+	5.6	
-> Percent of decisions that consider all the facts	5	S	S	S	+	+	+	+	5.5	
-> Percent of actions coordinated across all functions	6	S	+	+	+	+	+	+	4.9	
-> Percent of uncovered opportunities for customers to achieve their DO's	7	S	S	S	+	+	+	+	4.9	
-> Percent of actions taken that will not predict success	8	S	+	S	+	+	+	+	4.3	
-> Percent of actions taken to establish a strength	9	+	+	+	S	+	+	+	4.1	
-> Percent of actions that cannot be traced to the delivery of value	10	+	+	+	S	+	+	+	3.9	
-> Percent of actions taken to grow a skill	11	S	+	+	S	+	+	+	3.9	
-> Time it takes to turn ideas into something of value	12	S	+	+	+	+	+	+	3.8	
-> Percent of employees that are committed to plans affecting themselves	13	S	S	+	+	+	+	+	3.6	
-> Number of opportunities for creative thinking	14	S	S	+	+	+	+	+	3.5	
-> Percent of long-term outcomes considered in decision making	15	S	S	S	+	+	+	+	3.4	
-> Percent of positive actions that are rewarded	16	S	S	S	S	S	S	S	3.0	
-> Number of failures linked to inadequate actions	17	S	S	S	+	+	+	+	2.9	
-> Number of defenses from threats/danger	18	S	S	S	+	+	+	+	2.8	
-> Percent of plans that are out of phase with long term plans	19	S	S	S	+	+	+	+	2.8	
-> Percent of actions that are externally motivated	20	S	S	S	S	S	S	S	2.7	
-> Percent of skills acquired to achieve the desired results	21	S	S	S	S	S	S	S	2.6	
-> Number of opportunities for investors to achieve their desired outcomes	22	+	+	+	+	+	+	+	2.4	
-> Percent of known characteristics of the target customer	23	+	S	S	+	+	+	+	2.1	
-> Number of opportunities for stakeholders to achieve their desired outcomes	24	S	-	+	+	+	+	+	2.0	
-> Number of opportunities for employees to achieve desired outcomes	25	S	-	+	+	+	+	+	2.0	
-> Number of self-destructive dependencies	26	S	S	S	+	S	+	+	2.0	
Total Advantages	1	33.6	33.1	43.3	91.6	89.6	91.6	91.6	1	2
Total Disadvantages	2		4.0						2	
Total Score		33.6	29.1	43.3	91.6	89.6	91.6	91.6	3	

FIG. 22a

Target Values For Prioritized Metrics MANAGEMENT'S REQUIREMENTS ON ITS ORGANIZATION

23b

	1	2	3	4	5	6
-> Percent of decisions made through organizational consensus	1	8.2		5%	95%	98%
-> Percent of knowledgeable employees involved in decision making	2	7.2		15%	60%	95%
-> Percent of required actions prioritized for synergistic value	3	5.9		5%	75%	90%
-> Percent of employees that are involved in decisions affecting themselves	4	5.6		15%	60%	95%
-> Percent of decisions that consider all the facts	5	5.5		5%	95%	98%
-> Percent of actions coordinated across all functions	6	4.9		50%	90%	95%
-> Percent of uncovered opportunities for customers to achieve their DO's	7	4.9		25%	85%	95%
-> Percent of actions taken that will not predict success	8	4.3		50%	10%	5%
-> Percent of actions taken to establish a strength	9	4.1		25%	50%	75%
-> Percent of actions that cannot be traced to the delivery of value	10	3.9		50%	10%	5%
-> Percent of actions taken to grow a skill	11	3.9				
-> Time it takes to turn ideas into something of value	12	3.8				
-> Percent of employees that are committed to plans affecting themselves	13	3.6				
-> Number of opportunities for creative thinking	14	3.5				
-> Percent of long-term outcomes considered in decision making	15	3.4				
-> Percent of positive actions that are rewarded	16	3.0				
-> Number of failures linked to inadequate actions	17	2.9				
-> Number of defenses from threats/danger	18	2.8				
-> Percent of plans that are out of phase with long term plans	19	2.8				
-> Percent of actions that are externally motivated	20	2.7				
-> Percent of skills acquired to achieve the desired results	21	2.6				
-> Number of opportunities for investors to achieve their desired outcomes	22	2.4				
-> Percent of known characteristics of the target customer	23	2.1				
-> Number of opportunities for stakeholders to achieve their desired outcomes	24	2.0				
-> Number of opportunities for employees to achieve desired outcomes	25	2.0				
-> Number of self-destructive dependencies	26	2.0				

The Top 10 Metrics Synergistically satisfy 55% of the Requirements

FIG. 23a

FIG. 22b

22a

	QFD, 4 Phase vs. Typical Approach
2	Process Reengineering vs. Typical Approach
3	Teams vs. Typical Non-Team Approach
4	Invention vs. Typical Approach
5	Invention vs. QFD
6	
7	Ideal Theoretical Approach
1	Normalized Importance
2	Maximum value = 10.0 Normalized Importance
	Minimum value = 1.0

FIG. 23b

23a

1	Normalized Importance
2	Maximum value = 10.0 Normalized Importance
	Minimum value = 0.0
3	Current Value of Most Organizations
4	Target Value 1996
5	Target Value 1997
6	Target Value 1999